

*Healthy Connections
is a Medicaid program
to help you get
the health care you need,
when you need it.
A doctor who knows
you and your family will
guide your care.*

Where can I get more information?

If you need more information, please contact the Healthy Connections representative in your area:

Boise Region

Ada/Boise/Elmore/Valley Counties

(208) 334-4676 or 1-800-354-2574

Coeur d'Alene Region

Benewah/Bonner/Boundary/Kootenai/Shoshone Counties

(208) 666-6766 or 1-800-299-6766

Idaho Falls Region

Bonneville/Butte/Clark/Custer/Fremont/Jefferson/Lemhi/
Madison/Teton Counties

(208) 528-5860 or 1-800-919-9945

Lewiston Region

Clearwater/Idaho/Latah/Lewis/Nez Perce Counties

(208) 799-5088 or 1-800-799-5088

Nampa/Caldwell Region

Adams/Canyon/Gem/Owyhee/Payette/Washington Counties

(208) 454-7715 or 1-800-494-4133

Pocatello Region

Bannock/Bear Lake/Bingham/Caribou/Franklin/Oneida/
Power Counties

(208) 236-6363 or 1-800-284-7857

Twin Falls/Burley Region

Blaine/Camas/Cassia/Gooding/Jerome/Lincoln/Minidoka/
Twin Falls Counties

(208) 678-1142 or 1-800-897-4929

En Español

Statewide

1-800-862-2147

HW - 0234 E

Photography by

Pam Benham, Hailey, Idaho

Jesse Tinsley, Coeur d'Alene, Idaho



Printed on recycled paper

Costs associated with this publication are available
from the Idaho Department of Health and Welfare.
IDHW-20,000-32746-3/98. Cost per unit \$.11.



YOUR GUIDE TO GOOD HEALTH CARE

Idaho Department of Health and Welfare
Medicaid Program

Why have I been asked to join Healthy Connections?

When you get the right care at the right time, more serious health problems can be prevented. This also helps limit the cost of medical care. Many people who qualify for Medicaid need to join Healthy Connections to use their medical benefits.

How does Healthy Connections help me?

When you join Healthy Connections, you team up with one doctor or clinic. This doctor or clinic agrees to guide your medical care and may refer you to other health care providers if you need special services.

You will not have to search for a doctor who accepts Medicaid when you have a problem, and you will have a regular place to get basic services to protect your health. Your doctor will handle common conditions whenever you need help, even at night or on the weekend. If you need to go to the hospital or see a specialist, your doctor will make a referral.

Medicaid has someone in your area to help you understand Healthy Connections and solve any related problems. For example, you can call the Healthy Connections representative during the business day to ask questions, choose a doctor, or change doctors if you are moving to another area in Idaho.



How do I get a Healthy Connections doctor?

You may keep the same doctor you already have when you become eligible for Healthy Connections. Some doctors may ask their Medicaid

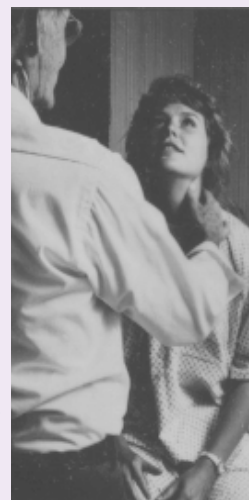
patients to join Healthy Connections. If you don't have a regular doctor or need to change, you may contact Healthy Connections to select a doctor. Each

member of your family may choose a different Healthy Connections doctor. A doctor may be assigned if you do not choose one by a certain time.

Does Healthy Connections change my

Medicaid benefits?

Healthy Connections will not change the amount and type of service you receive under **Medicaid**, but it does affect **where** you go for services. In most cases, you must contact your Healthy Connections doctor to get the help you need, or to find out who to see for special services. You will be encouraged to see a Healthy Connections doctor close to your home, if one is available.



When can I see someone other than my Healthy Connections doctor?

The following services can be obtained from any qualified Medicaid provider, without a referral from your doctor:

- **Childhood Immunizations** from the district health departments.
- **Chiropractic Care.**
- **Dental Care** performed in the office.
- **Emergency Care** performed in an emergency department for active labor or to treat sudden medical conditions that could cause death or permanent damage if not treated immediately.
- **Family Planning Services** provided by district health departments or other agencies providing counseling and supplies to prevent pregnancy.
- **Flu Shots.**
- **Hearing Tests/Screening.** (Does not include Ear/Nose/Throat Services).
- In-Home Services known as “**Personal Care Services.**”
- **Pharmacy Services** for prescription drugs only.
- **Podiatry Services** (Foot Care) performed in the office.
- **Vision Services** performed in the office in the offices of ophthalmologists and optometrists, including eye glasses.



To prevent death or permanent damage, you may go right to the hospital emergency room without calling your doctor. After the emergency is over, your Healthy Connections doctor must approve services needed to continue your treatment.

What should I do at night or on the weekend?

Call your Healthy Connections doctor or clinic anytime you need medical advice. If your doctor is not available, someone else will already be assigned to tell you how to handle your problem.

If your situation is serious, your Healthy Connections doctor may send you to the hospital. If you go to the hospital without a referral, you may be advised to see your doctor during regular office hours. **You** will have to pay the bill if you insist on immediate treatment that is not ordered by your doctor and that is not an emergency.

What if I don't call my Healthy Connections doctor?

Medicaid will not pay most health care providers to treat you unless they have a referral from your Healthy Connections doctor. They may:

- Decline to treat you;
- Ask for a referral from your doctor; or
- Bill you if you insist on treatment without a referral.

What if I am not happy with my medical care?

Please keep in mind that many people must wait a while to see their doctor, unless there is an emergency. If you have a serious problem, the Healthy Connections representative will help you.

You can change your doctor, but first you should talk with your doctor and the Healthy Connections representative. It may be difficult to find a doctor who is taking new patients, and it is important for your doctor to know how your treatment is working.

If you want to change, you must let Healthy Connections know by the 15th of the month so the change can take effect by the first day of the next month. You can go to your new doctor or clinic as soon as you receive a medical card with the name of your new Healthy Connections doctor.

If you are moving to a new community and are enrolled in Healthy Connections, you must contact your Healthy Connections representative **before** moving away from your doctor. Otherwise, you may not be able to use your medical card in the area of Idaho where you have moved.

What will my Healthy Connections doctor expect from me?

When you join Healthy Connections, you form a partnership with your doctor. Your doctor will expect you to:

- Show up for appointments;
- Let the doctor's office know as soon as possible if you cannot keep an appointment;
- Talk with your Healthy Connections doctor before going to another doctor; and
- Follow the treatment prescribed for you.

Doctors or clinics cannot refuse to treat you because of race, sex, handicap, age, religion, color, or national origin, but they may ask you to find another doctor under certain conditions.

